Cyber-Seniors

Connecting Generations

Cyber-Seniors is a non-profit organization whose mission is to bridge the digital divide and connect generations through technology. Since our inception in 2015, we have developed and disseminated thousands of resources that have enabled organizations throughout North America to provide tech-training for senior citizens using an intergenerational, youth volunteer model. Youth are provided with lessons and learning activities to train them to act as digital mentors and senior citizens gain access to effective technology training and intergenerational communities that keep them socially connected and engaged.

All of Cyber-Seniors resources are available online and thousands of young people have taken our training program and have experience in teaching technology to senior citizens. With an army of trained volunteers ready and willing to help, Cyber-Seniors is playing a lead role in ensuring older adults stay safe and connected during the COVID-19 pandemic. Cyber-Seniors grew out of the need for older adults to remain socially connected and self-sufficient, and in the wake of COVID-19, our work has never been more important.

cyberseniors.org

How We Help Seniors With New Devices

During this time of social distancing, many organizations are providing senior citizens with technology devices to keep them connected and self-sufficient. Cyber-Seniors' has developed an effective and cost-efficient model of delivering tech-training for seniors receiving new devices. Although our free tech-training webinars and one-on-one tech support sessions are helpful in many circumstances, training seniors to use a new device requires focused training and extensive practice that can only be achieved through a formal training program.   We are working with a number of organizations that have received funding to purchase, distribute and train seniors on new devices.   In addition to providing the training (outlined below), our role includes making recommendations for appropriate apps to load onto devices and creating content for information packages that are distributed along with the devices.

Cyber-Seniors' Impact

Click here to hear from some grateful participants of the program

What Does the Cyber-Seniors' Training Program Look Like?

Goal of Program: To train seniors to become competent in using new devices and enable them to participate in virtual programs with ease and confidence.

Program Description: This program provides up to four hours of focused training with unlimited practice and ongoing support as needed. The program is delivered by Cyber-Seniors' experienced technology instructors, augmented by Cyber-Seniors trained volunteer mentors.

Program Structure:

- The program begins with a call to each participant to assess their level of competency in technology and to schedule individual sessions to teach them how to get on Zoom or your organization's preferred video platform.

- This is followed by up to four 1-hour group lessons where participants are taught how to use their new devices, and how to carryout out various tasks using the preloaded apps and any other priority activities identified by your organization. Each lesson ends in a question and answer period, where participants have the opportunity to clarify anything they have not understood. Participants are also encouraged to book additional one-on-one sessions following the group lessons, for extra help if needed.

- After completing the group lessons participants have access to unlimited individual practice sessions, along with ongoing coaching and support, at no additional cost.

Why Choose Cyber-Seniors to Provide Training?

- Cyber-Seniors has been providing tech-training for senior citizens since 2015 and has developed extensive expertise.

- The Cyber-Seniors program has been evaluated by a third-party researcher and found to significantly improve daily technology use amongst seniors and increase feelings of social connectedness.

- Cyber-Seniors is the only organization in North America that has developed a standardized training program for youth mentors. Our program focuses on teaching young people (who by nature are experts in technology) to work with and be effective teachers of technology to older adults.

- Cyber-Seniors has over 1200 teaching resources housed on its website that are available to seniors wishing to advance their technology skills.

- Our program not only provides instruction, but the opportunity for seniors to practice their new skills and have access to one-on-one ongoing support of a mentor.

- The Cyber-Seniors program uses advanced technology that ensures security and quality assurance in the delivery of its training programs and one-on-one tech-support.

- Program training and ongoing support is available in English, Spanish and French.

- Participants in the program have continued access to the Cyber-Seniors resources and online intergenerational community, which results in greater long-term adherence to technology.

How We Measure Impact

Cyber-Seniors has developed standardized surveys that are administered at the completion of the Cyber- Seniors training program. The surveys are intended to determine if participating seniors have increased their use of technology and have experienced decreased feelings of social isolation. The measurement tools we use are:

Measurement Tool	Description	Goal
The Lubben Social Network Scale (LSNS-6)	Measures social isolation by assessing perceived support from family and friends.	80 percent of seniors show significantly higher scores following participation in the Cyber-Seniors program
Behavior and Use of the Internet	Measure attitude toward use of the Internet	80 percent of seniors show significantly higher scores following participation in the Cyber-Seniors program
Digital Competence Scale	Measures digital competence	80 percent of seniors show significantly higher scores following participation in the Cyber-Seniors program

What is the Cost of the Program?

The Cyber-Seniors' New Device Tech-Training Program is priced beginning at $50/participant. If you are interested in receiving a quote please **complete and submit this Google Form** or contact us for more information.

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